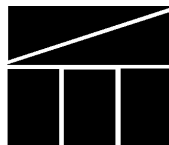


Instructions for Updating Agency Performance Measures

Fiscal Year 2006



**Department of Planning and Budget
October 2006**

Overview

This section provides an overview on updating performance measurement data

This package of instructions provides guidance on providing June 30, 2006 and historical performance measure data on all of your agency key and service area performance measures. In addition, you will need to provide first quarter data on key measures, for which quarterly reporting was indicated.

Virginia Performs has been designed as a web portal to report this information for the public to view, and may be accessed at: www.vaperforms.virginia.gov. The agency section of Virginia Performs has been designed to operate like Virginia Results: It is where agencies are allowed to update performance measure information and performance data. Both, key and service area measures are reported using this website. In fact, there are many cases where an existing service area measure is also a key measure. The measures listed on the site have been drawn from the most recent Strategic and Service Area Plan access database that you have submitted.

Agencies are to update their FY 2006 and FY 2007 first quarter performance measure data by **November 22, 2006** and their historical data by **November 29, 2006**.

Do **not** modify existing measures in your strategic or service area plan or add additional measures.

These instructions apply to all Executive Branch agencies, with the exception of institutions of higher education, unless otherwise notified.

Pursuant to Section 30-133 of the Code of Virginia, the Auditor of Public Accounts (APA) staff will conduct follow-up reviews of agency performance measures. APA staff may contact your agency to obtain additional information about your performance measure data collection efforts and how you calculated your measures. Therefore it is important that the information you provide is accurate. It is important to maintain any documentation to support the data.

Updating Your Performance Measures and Initiatives

How to gain access to the online system

1. To apply for login and password: go to <http://vaperforms.virginia.gov/agencylevel/request.cfm> and fill out the requested information. Your user id should consist of your agency abbreviation and your initials. Your request will be processed within several business days. You will receive a confirmation e-mail and your login id and password. Old IDs used to access the Virginia Results system are no longer valid.
2. Once you are given your id and login, go to <http://www.vaperforms.virginia.gov> to access both your agency key measures as well as service area measures.

How to enter data in *Virginia Performs*

To update your agency's performance measures in *Virginia Performs*, follow these instructions:

1. From DPB's web site (dpb.virginia.gov), click on the link entitled "Strategic Planning" then scroll down to the bottom of the page for a link that will take you to *Virginia Performs*.
2. Enter your User ID and password. This takes you to your agency's planning and performance page or the list of agencies if you have access to more than one.
3. On the left side of your agency's planning and performance page, you will see the links to modify your performance measures and initiatives and on the left side of the screen are options for running reports to display and print your agency's data. **Do not update your mission statement, customers, objectives, or activities.**
4. It is important to note that your updates to Virginia Performs will **not** be published until reviewed by your DPB analyst. You must click the "notify DPB" button **before** exiting the system for your updates to be published.

Tracking of measures

The system is designed to track both key and service area measures simultaneously. You will notice for each measure you will have the opportunity to click a check box if a measure is considered key. It is advised to not check or uncheck a measure as key without approval of your secretary and the Governor's office. You will be held accountable by your Secretary and the Governor's office for any changes that occur along these lines.

Based on reporting frequency, you are expected to keep your data up-to-date. If for any reason there is a delay in reporting outside of the state fiscal year cycles (i.e., calendar year frequency vs. state vs. year vs. federal fiscal year), please use the comment field to explain this delay. Otherwise, it will be assumed that you have not updated your information. Because this data is public, it is important that you use these fields to describe any reporting issues.

Updating objectives

1. To review and update objectives, after you log in, click on the objective that you wish to view.
2. The objectives in your strategic and service area plan updates that you submitted to DPB on October 31, 2006 have been pre-populated in Virginia Performs. Do not change or delete any objectives unless approved first by your Secretary. The more appropriate time to add, delete, or modify objectives is next spring when you prepare your 2008-2010 strategic and service area plans.
3. You cannot change service areas without contacting your budget analyst.
4. From the pull-down menu, indicate whether the objective is “key” or not. Key objectives are those that the Governor has reviewed. Please do not change or mark a key objective or measure without approval from your secretary and the Governor’s office.
5. If there are multiple objectives in a service area and you want them to show up in some order other than alphabetical order, please denote your order preference in the field labeled “sort order.”
6. If the objective needs explanation, enter the narrative in the field labeled “objective description.” This field is optional.

Updating performance measures

1. To review and update measures, after you log in, click on the measure that you wish to view.
2. The performance measures in your strategic and service area plans that you submitted to DPB on October 31, 2006 have been pre-populated in Virginia Performs. Do not change or delete any measures unless approved by your Secretary. The more appropriate time to add, delete, or modify performance measures is next spring when you prepare your 2008-2010 strategic and service area plans.
3. You cannot change service areas without contacting your budget analyst.
4. In the field labeled “Measure type” indicate what type of measure this is – input, outcome, or output.

Input measures describe the amount of resources used to produce a product or provide a service.

Examples: number of teachers employed, number of police cars in the fleet

Output measures describe the amount of work completed, the amount of product produced, or the amount of services provided.

Example: number of training sessions held for emergency medical technicians

Outcome measures describe the results achieved compared to the intended purpose, or progress towards achieving an objective; the extent to which a service or activity has impacted its intended audience. Outcome measures describe effectiveness and often focus on things such as quality, timeliness, productivity, or the degree to which something has been deployed throughout an organization or client population (i.e., penetration).

Example: percentage of juveniles convicted of a new misdemeanor or felony within a year of being placed on probation.

5. In the field labeled “Measure Methodology” explain how the data values reported in the measure are derived. Be specific. Example: The number of adults with diabetes engaged in a diabetes management practice divided by the number of respondents with diabetes. Also list the source of your data. For example: U.S. Census Bureau; Virginia local school district reports on high school graduation; internal document; report or database (list the name or number); survey. Again, be specific.
6. Sometimes it is not easy to discern the direction the data should be trending if improvements are being made. In the field labeled “Preferred Trend”, please indicate whether it is desirable for the data to be going up, going down, or maintaining its present level.
7. In the field labeled “Key Measure”, indicate whether the measure is a key measure or not by checking the box.
8. If there are multiple measures for an objective and you want them to show up in some order other than alphabetical order, please denote your order preference in the field labeled “sort order.”
9. A baseline is a measure of the current state. It is the starting point from which an organization improves. In the fields labeled “Measure Baseline”, enter the date and value of the baseline for the measure. Provide any explanatory information in the “Description” field. At a minimum, indicate whether the value is a number or percent.
10. A target is the specific level of performance you are striving to achieve; it is the desired level of performance for an objective which can be measured within a specific period in time, usually expressed as a number or percentage. In the fields labeled “Measure Target”, indicate a quantifiable estimate of the expected results and the expected date that the target value results will be achieved. The target should be challenging, yet achievable. It should stretch

the capabilities of the agency but still must be realistic. Provide any explanatory information in the “Description” field. At a minimum, indicate whether the value is a number or percent.

11. Measurement can occur in different cycles: daily, weekly, monthly, quarterly, annually, etc. Please identify the frequency of the measure in your plan. Frequency depends on how often the data are available (e.g., high school graduation rates may be available just once a year) and/or how often you need the data for managing your operations. In the field labeled “Frequency”, use the drop down menu to indicate the frequency that you will be reporting results for this measure in Virginia Performs. Provide any explanatory information in the “Description” field.

Note: It is important to update data for your measures according to the frequency selected. Measure data that are not kept current reflect poorly on the agency, especially when the data are reported on a website or elsewhere for public consumption.

12. In the fields labeled “Measure Data”, first indicate when the data for the measure was first collected. Update all measures for June 30, 2006. Make sure that the data is shown from the date the data was first collected until current. Update all key measures for the first quarter of FY 2007 (July 1 2006, through September 30, 2006.). Make sure that the data is shown from the date the data was first collected until current. Provide in the “Explanatory Note” field an explanation for any blank fields. You may also want to explain any large variations in the data.

Historical data entry

1. For most agencies, performance measurement is not new. For internal purposes, federal or state mandates, or just simply best practices, many of you historically track performance measures that have never been published formally until now. For these measures that are not new and that are included in your strategic and service area plans, you are asked to provide this historical data in Virginia Performs. Additionally, you are expected to enter any data from measures that transitioned from Virginia Results into this new effort. If you need access to these, go to <http://www.dpb.virginia.gov/VAResults/Index.cfm>
2. If in the past you only collected annual rather than quarterly historical data for key measure, then enter the annual data in the fourth quarter.
3. **Any reference to year is state fiscal year unless otherwise noted in the explanatory notes.**

Need help?

- To obtain additional on-line help when completing these forms, click on the round question mark links on the forms.
- For additional questions, please contact your budget analyst.